

W-03443A-11-0040

ORIGINAL



0000124706

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM RECEIVED

Investigator: Sheila Stoeller

Phone: 602-542-1148 APR 19 P 4: 03 Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2011 - 94657

Date: 4/19/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Gene & Nora Last: Monk

Account Name: Gene & Nora Monk

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Chino Valley

CBR: [REDACTED]

State: AZ Zip: 86323

is: E-Mail

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: Joe Cordovana

Contact Phone: [REDACTED]

Nature of Complaint:

4/18 -- received following:

1. I don't understand how one person can be in control of a water company and dictate how to run it however he wants to.
 2. He wants to raise postage on his customers while he also includes flyers advertising his personal businesses (Windmill Nursery & his restaurant Windmill Farms).
 3. Our water meters are only 6 years old. They do not need replaced at this time.
 4. Why should existing customers pay for a new 500,000 gal storage tank to support expansion of the water company into adjacent properties? Totally AGAINST this.
 5. We pay an arsenic surcharge; however it has exceeded federal standards.
 6. We are on a fixed income and just can't afford this kind of increase.
- *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

4/19 -- OPINION DOCKETED in Docket # W-03443A-11-0040
End of Comments

Arizona Corporation Commission
DOCKETED

APR 19 2011

DOCKETED BY [Signature]

CLOSED

Date Completed: 4/19/2011